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WIRING DESIGN AND CONSULTING/MATERIALS

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The Department of Technology Services (DTS) provides cabling and wiring management services to all Executive Branch agencies. The Judicial and Legislative Branches of state government and other government entities have the option of purchasing these services through DTS.

DTS Planners engineer, architect and manage approved projects/plans for cabling and wiring installation of data and voice systems within state buildings and facilities. These services are available for new and existing buildings and facilities.

Wiring Design and Consulting Features and Descriptions

Feature	Description
Wiring and Cable Design	DTS Planners will review customer request and engineer solution or plan using the latest technology in accordance with code, and industry best standards and practices.
Project Management	DTS Planners coordinate vendor products, services, and installation.

Phone Tech Labor Telephony Labor Rates

Feature	Description	Base Rate
Wiring Design & Consulting	Consulting and Planning Services	\$85.00/hour
Wiring Materials	Wiring Hardware & Materials	Cost Plus 10%

Ordering and Provisioning

Contact the DTS Customer Support Center, to request a DTS Planner contact you or, you may contact your agency assigned [DTS Customer Relations Manager](#).

DTS Customer Support Center (801) 538 3440 or (800) 678 3440

DTS Responsibilities

Coordinate approved projects for state and other government agencies.

Ensure contracted vendors comply with State standards.

Agency Responsibilities

Coordinate appropriate projects with DFCM and DTS Network and Wire Management Planning Groups.

Notify DTS Customer Support Center of any problems by calling (801)538-3440 or (800)678-3440.

GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at dts.utah.gov. Published "Business Hours" for the DTS Enterprise Service Desk are 7:00 AM-6:00 PM, Monday-Thursday. Hours of support/on-call coverage vary by agency/division/region and product.

Incident Response and Resolution Targets

Time to Initial Response Targets	% Tickets	Total Time to Resolution Targets	% Tickets
Low Priority – 1 Business hour	75%	Low priority – 6 Business hours	75%
Medium priority – 1 Business hour	75%	Medium priority – 3 Business hours	75%
High priority – Attempt Warm Transfer	90%	High priority – 4 Clock hours	75%
Urgent priority – Immediate Warm Transfer	95%	Urgent priority – 3 Clock hours	100%

Customer Satisfaction Surveys and Reporting

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey groups and the level of satisfaction of users by agencies.

Customer Satisfaction Targets

Metric Description	Target
Average level of satisfaction with resolution efforts	> 4.2 on a scale of 0 - 5
Percentage of respondents satisfied or better with service received	93% of respondents satisfied